



## Ferry rescue

On Friday Aug. 19, during the afternoon Seattle to Bremerton commute, Captain Dave Frombach saw a small motorboat in the commercial shipping lane with two young men paddling feverishly to get out of the ferry's way. Captain Frombach immediately stopped the 440-foot ferry, announced to the passengers there was a vessel in need, and called out to the boaters to ask if they needed assistance. They had already called for help and were in good condition, but had run out of gas. The two men were amazed by the captain's kindness and his willingness to stop on such a busy day. The [story](#) was covered on Sunday night by Q13 Fox. I wish to thank Captain Frombach and the whole *Walla Walla* crew for being such professionals and for your dedication to the maritime community!



## Tour with U.S. Coast Guard Puget Sound Sector

This morning WSF Chief of Staff Liz Kosa, Director of Vessels Matt Von Ruden and I were joined by members of

## September 1, 2016

### Labor Day travel

[Labor Day weekend](#) is one of our busiest travel weekends and we expect over 90,000 people traveling each day! Please plan ahead and make sure you have plenty of time to reach your sailing. To accommodate for the busy Monday holiday, many ferry routes are sailing on a weekend or holiday schedule, so be sure to double-check the [sailing schedule](#). I hope that you all have a safe and restful holiday weekend!

### Chinook Book offer

Today, Chinook Book released a new batch of mobile coupons, including an offer for Washington State Ferries for buy one adult walk-on fare and get one free. [Chinook Books](#) are available as hard copies or electronically and both versions include WSF coupons. I hope you will join us on a ferry soon!

the USCG Puget Sound sector including, Rear Admiral Mark E. Butt, Captain Brendan C. McPherson, Captain Joe Raymond, Commander Darwin Jensen, and Marine Inspection Division Chief John Dwyer, for a tour of the Wenatchee on the Seattle to Bainbridge Island route. It was a great opportunity to familiarize USCG with our marine highway system. I truly value our relationship with the Coast Guard's 13th District. They are vital to helping us provide safe and reliable service at WSF.



#### Employee Profile: Bruce Brown

As a Fauntleroy terminal traffic attendant, Bruce Brown's official job is to safely stage vehicles on the dock, load cars onto the ferry and inspect the transfer span throughout the day. But, to co-workers and the thousands of commuters who know him by name, Bruce Brown is thought of like family.

"My motto is 'treat people the way you want to be treated,



#### Extra Sailings Sept. 2-3 for Mariners games

On Friday, Sept. 2 and Saturday, Sept. 3 WSF will provide an extra sailing to accommodate heavy crowds following the Mariners games. The extra sailings will leave Bremerton at 10:15 p.m. and Seattle at 11:30 p.m.



#### National Transportation Safety Board Tour

Last week, WSF had the pleasure of welcoming National Transportation Safety Board Vice Chairman Bella Dinh-Zarr and staff to Seattle with a tour of the *Wenatchee* on the Seattle/Bainbridge Island route. WSF's Director of Marine Operations Greg Faust led the tour and discussed the technical and operational aspects of our ferry system. Captain Trygve Klabo helped show the group around the pilothouse.



#### Customer Service Kudos

and always do just a little more than you think you can,” said Bruce. His positive can-do attitude and infectious smile has been a WSF fixture since 2002. Brown signed up to work for Ferries following a 22-year career as a Boatswain's Mate in the Navy. “My wife thought it was time for me to work closer to home,” he said. Following five years of on-call work, Bruce landed a full-time position working mostly at our Fauntleroy/Vashon/Southworth terminals.

Every morning Bruce drives from Port Orchard to catch the 5 a.m. ferry from Southworth, arriving long before his shift starts. “You learn quickly in the Navy that it’s critical to be on time,” said Bruce. “If I arrive 30 minutes early I almost consider that late.”

Speaking of being on-time, Fauntleroy is a busy dock with more delayed sailings than most other routes in the system. Customers often ask him to explain why the ferries are running late. “I’ve interacted with most of the customers on the route,” said Bruce. “We’ve got a wonderful staff and I’ve found customers respond well when we listen to their concerns, act professionally and provide the information they need.”

Bruce is known for providing exceptional customer service, so much so, that he was selected to train new terminal employees in Customer Service.

“Being out on the waterfront at Fauntleroy is a great assignment. I’ve got the best office view, I enjoy the people I work with, and the hours allow me to have time at home.” Bruce’s most memorable experience at Ferries came early in his career when the famous wild orca, “[Springer](#),” took to hanging around the Vashon terminal while Bruce worked the graveyard shift. “Every ship has a unique sonar signature,” said Bruce. “It just so happens Springer was attached to the *Evergreen State*’s sonar, so when the ferry would tie up at night, there was Springer to keep us company until the early morning light.”

*"I felt like I was going to have a heart attack [so I] sounded my horn [ . . . ]. I told [an employee] and he went for help and about six or so people showed up and called 911 [ . . . ] I am feeling better and wanted to thank the employee[s] for aid on the water and kindness that they exhibited to me. I have been riding the ferry since childhood (I am 83 years old now). I have always noticed how well the employees conduct themselves and have never had a complaint. Please let the people who helped me know how much they are appreciated."*

*- Edmonds/Kingston customer*



**Lynne Griffith**  
Assistant Secretary, WSDOT/Ferries Division



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